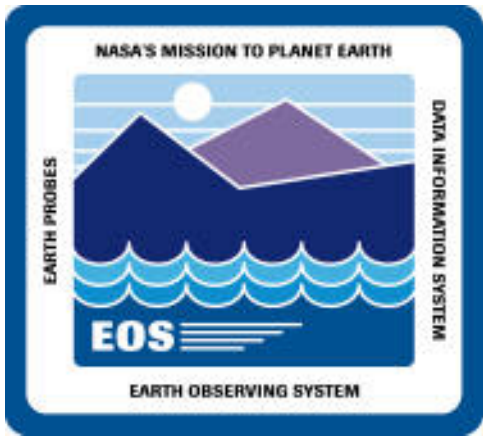

Status of a Large Multi-DAAC Orders

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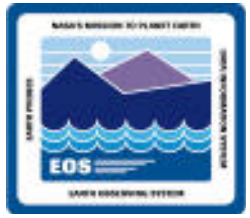
Scenario Overview



SITUATION - User Services has been notified of a very large request for data and the user has requested status. This request is from a very high priority user. The request involves two DAACs and is to be shipped to the customer via 8mm Tapes.

SCENARIO

- **Distributed between two DAACs**
- **Will require partitioning due to unavailable data**
- **Will require segmentation due to its large volume of data**
- **Fulfillment of this order is only partially successful**
  - **A bad Archive tape has caused corruption of a requested granule**
- **Operator Intervention required**
- **Notify customer of request status**

Objective

OBJECTIVE - To present an End-To-End Request Tracking Operations Concept scenario that covers

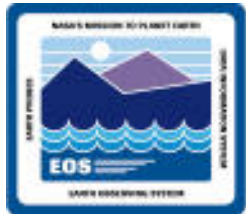
- **REQUEST PARTITIONING**
  - **Request may be automatically partitioned if availability threshold exceeded with manual override**
- **REQUEST SEGMENTATION**
  - **Request may be automatically segmented if volume threshold exceeded with manual override**
- **PARTIALLY FILLED ORDERS**
  - **Handling failed orders can be resubmitted as a follow on request to complete without reprocessing the entire order**

    For example if 4,000 granules are included in an order and 3,998 are successfully staged, the operator has the option (with user concurrence) to create a follow on request for the remaining 2 granules
- **ORDER TRACKING**
  - **User Services request status on pending requests**

    Phone/E-Mail user of current request status

    "x of y successful" included in order status
  - **Inform Requester of expected delivery date of remaining granules**

Definitions



PARTITIONING

- **The action by which an order is broken into parts, each part being its own order.**

SEGMENTATION

- **The action by which an order is allocated across media volumes.**

Operations Concept